



ISO 9000

Lesson 1 Introduction

Prepared for NASA
by OPM and BDM Federal, Inc.

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Student Notes:

Training Module Objectives



- **Identify the Source of Quality System Definitions**
- **Understand NASA Policies Regarding the Implementation of ISO 9000**
- **Understand the 20 Elements of ISO 9001**

Student Notes:

The ISO 9000 Series



- **Series of International Standards Setting Forth Requirements for Organizations Wishing to Do Business with the EEC**
- **Has Become the Basic Quality System in U.S.**
- **Set of Generic Standards Providing Quality Management Guidance as well as Quality Assurance Guidance**
- **Technical Standards, Non-prescriptive, Tailorable**
- **Applicable to All Types of Organizations**
- **Adopted by NASA , DOD, and FAA**

Student Notes:

There are many documents in the ISO 9000 series, including 10011-1, 10011-2, and 10011-3 on auditing; 10012 on maintaining test and measurement equipment; and 10013 on quality manuals.

Outline



- **Overview and Introduction**
- **ISO 9000 Quality System Elements**
- **ISO and Software Development**
- **Documentation for ISO**
- **The ISO Registration Process**
- **ISO Auditing**

Student Notes:

The 20 Quality System Requirements are detailed in Section 4 of ISO9001:

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|---|---|
| 1. Management Responsibility | 12. Inspection and Test Status |
| 2. Quality System | 13. Control of Non-Conforming Product |
| 3. Contract Review | 14. Corrective and Preventive Action |
| 4. Design Control | 15. Handling, Storage, Packaging, Preservation and Delivery |
| 5. Document and Data Control | 16. Control of Quality Records |
| 6. Purchasing | 17. Internal Quality Audits |
| 7. Control of Customer-Supplied Product | 18. Training |
| 8. Product Identification and Traceability | 19. Servicing |
| 9. Process Control | 20. Statistical Techniques |
| 10. Inspection and Testing | |
| 11. Control of Inspection, Measuring and Test Equipment | |